

Department of Workforce Services • Eligibility Services Division

Operational Update 09/12/13

Utah Citizens Served

HOUSEHOLDS	171,243
INDIVIDUALS	372,841
CHILDREN	215,581

Quality (Accuracy of Program Determinations)

AUG 2013	91.6%	MAY 2013	90.8%
JUL 2013	91.0%	APR 2013	91.5%
JUN 2013	91.8%	MAR 2013	92.2%

Phone Volume vs. Average Wait Times

Month	Total Calls	Avg. Wait Time— Minutes: Seconds
AUG 2013	160,262	9:01
JUL 2013	164,012	8:22
JUN 2013	153,746	8:20
MAY 2013	175,717	6:21
APR 2013	165,277	4:29
MAR 2013	146,911	3:33

Online Chat Volume

Month	Chat Sessions
AUG 2013	12,084
JUL 2013	11,600
JUN 2013	10,959
MAY 2013	13,474
APR 2013	12,801
MAR 2013	10,253

New Applications

Month	New Apps
AUG 2013	23,177
JUL 2013	21,558
JUN 2013	18,770
MAY 2013	26,733
APR 2013	29,343
MAR 2013	21,139

Determinations

Month	Determinations
JUL 2013	115,024
JUN 2013	111,971
MAY 2013	125,116
APR 2013	130,525
MAR 2013	116,929
FEB 2013	114,651

Cost Per Determination

Month	Cost
JUL 2013	\$37.15
JUN 2013	\$35.40
MAY 2013	\$32.53
APR 2013	\$31.51
MAR 2013	\$35.09
FEB 2013	\$35.48

Days-to-Determination—Applications (August 2013)

- 5.4 Days on Expedited Food Stamps (law allows for 7 days)
- 16.5 Days on Regular Food Stamps (law allows for 30 days)
- 14.1 Days on Financial Program (law allows for 30 days)
- 20.8 Days on Child Care (law allows for 30 days)
- 21.0 Days on All Medical Programs (law allows for 30/90 days depending on the program)
- 17.8 Days on All Programs

Seeded and Out-stationed Positions

40 Seeded Positions

20 Non-Seeded Positions

MyCase Statistics

Self-Directed Eligibility Customers

Total myCase Accounts:	276,857
New myCase Accounts since Sept. 1, 2012:	79,070
Active myCase paperless (eNotice) Customers:	63,097
Total myCase eNotices Sent 10/10—08/13:	3,452,167
myCase Reviews Completed	
Online 09/12—08/13:	54,530
Imaged Reviews 09/12—08/13:	109,161

- 4,476 providers / authorized representatives established a 3rd party account
- 14,399 customer and 3rd party links established

Month in Review

- The most current Active Food Stamp Quality Control figures has Utah at 97.89%, #14 in the nation.
- Sharon Lowe (ESO) retired on August 23rd with 15 years.
- Train-the-trainer sessions for the mandatory Medicaid changes as a result of the Affordable Care Act was completed.

Upcoming Events

- ESD Program and Training staff will deliver training on the mandatory Medicaid changes this month in preparation for open enrollment beginning October 1st.
- Launi Milligan (ESO) retires August 16th with 30 years.